

VA Emergency Medication Refills

VA has established an Emergency Prescription Refill Program to assist VA New York Harbor Healthcare System Veterans who are out or almost out of medications. Veterans can receive a 10-day supply of VA prescribed medication by:

- Going to any Big Chain Pharmacy
- Bring your VA prescription, medication bottle/supply item (with VA RX label on it) showing available refills, and the last refill date within the last 90 days
- Bring your VA ID Card and another form of identification like a driver's license
- Ask the pharmacist to call Heritage Health Solutions Customer Care Center at toll free **1-866-265-0124**, where a Customer Care Representative will qualify the request by asking a few questions
- No controlled drugs will be processed under this program. If a controlled drug is needed, you must contact your local VA facility Emergency Department.

For questions about this Emergency Prescription Program or help with another medication related question please call the VA New York Harbor Healthcare System Call Center at the numbers below or the number on your prescription bottle or label. The VA Pharmacy Call Center and Heritage Health Solutions Customer Care Center (**1-866-265-0124**) can tell you if your preferred Pharmacy is participating in the Emergency Prescription Refill Program.

- **VA New York Harbor HCS Pharmacy Call Center:
1-631-863-4832**

The Pharmacy Call Center is open Saturday and Sunday from 8:00AM to 4:30PM.